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American Dynamics Licensing Instructions

Thank you for registering one or more of the following American Dynamics products:

victor Unified Security & Video Management System

VideoEdge Network Video Recorder

VideoEdge Hybrid Appliance

Attached to the email is a copy of the software license which you have purchased and successfully registered online. Please refer to your unique 15-character software serial number (found as part of the license file name) for future reference regarding this product. In order to be entitled to receive product support and any software updates, please be sure to maintain an active SSA (Software Support Agreement) contract.

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Pre-Requisite Information

Before applying the license file received via email from the registration server, it is assumed that:

a. **SOFTWARE INSTALLED** Software is installed and running on the intended host PC that meets/exceeds the system requirements *(Operating System, Processor, Memory, Network, Graphics, Hard Disk Space)*
***Note**: **victor Express** is intended to be installed on a PC that does not have SQL database or victor installed on it.*

b. **CORRECT HOST PC** Software license file is being applied to the intended host PC which was registered.

c. **COMPATIBLE VERSION** Software license file is being applied to the intended host PC using the same software version.

victor (Site Manager/Express/Pro Site Manager)	VideoEdge (NVR/Hybrid)
victor **V4.4** License File ⇔ victor **V4.4x** Software	VideoEdge **V4.4** License File ⇔ VideoEdge **V4.4x** Software
victor **V4.3** License File ⇔ victor **V4.3x** Software	VideoEdge **V4.3** License File ⇔ VideoEdge **V4.3x** Software
victor **V4.2** License File ⇔ victor **V4.2x** Software	VideoEdge **V4.2** License File ⇔ VideoEdge **V4.2x** Software
victor **V4.1** License File ⇔ victor **V4.1x** Software	VideoEdge **V4.1** License File ⇔ VideoEdge **V4.1x** Software
victor **V4.0** License File ⇔ victor **V4.0x** Software	VideoEdge **V4.0** License File ⇔ VideoEdge **V4.0x** Software

d. **CREDENTIALS** You have access to the intended host PC along with the credentials to log into the PC to apply the license.

victor – Instructions on How to Apply the Software License (victor Pro. Site Manager and victor Express)

Summary: Ten (10) Steps to license your victor software (V4.0x-to-V4.4x)

The following 10 steps are required to license your victor software:

Ten (10) Steps to License victor:	victor Site Manager	victor Pro. Site Manager	victor Express
	V4.0x to V4.2x	V4.3x, V4.4x	V4.3x V4.4x
1. Save the compatible license file onto the victor host PC.	*Examples:* *V4.0x: victor_v40_x86_ESSxxxxxxxxxxx_esslicense.lic* *V4.1x: victor_v41_x86_ESSxxxxxxxxxxx_esslicense.lic* *V4.2x: victor_v42_x64_ESSxxxxxxxxxxx_esslicense.lic* *V4.3x: victor_v43_x64_ESSxxxxxxxxxxx_esslicense.lic* *V4.4x: victor_v44_x64_ESSxxxxxxxxxxx_esslicense.lic*		
2. Launch the victor software (Run as Administrator)	*START > All Programs > …* *V4.0x: Tyco > **victor site manager*** *V4.1x: Tyco > **victor site manager*** *V4.2x: Tyco > victor > **Server Configuration*** *V4.3x: Tyco > victor > **victor License Manager*** *V4.4x: Tyco > victor > **victor License Manager***		
3. **V4.0~4.2**: From the **Services** tab, click <**Stop**> for both "CrossFire" Framework Services. **V4.3~4.4**: Not required as victor License Manager will auto-stop the Services during Step #4. ***Note**: All other services will automatically "Stop" running.*	**Status: Stopped** for: • **CrossFire Framework Service** • **CrossFire Server Component Framework Service** • *<Other applicable Extension Services>*	4.3x/4.4x: n/a	4.3x/4.4x: n/a
4. From the **Licensing** tab, click <**Add new license**> and select the license file (Step #1 above). ***V4.3/4.4: victor License Manager** provides this function* ***Note:** After adding the license, prompted to **restart PC** (Express, Pro Site Manager) or **manually Stop/Start CrossFire Services** (Pro Site Manager – Steps #7/#8) for activation.*	*Click <**Add new license**> from:* *V4.0x: **victor site manager's** Licensing tab* *V4.1x: **victor site manager's** Licensing tab* *V4.2x: **Server Configuration's** Licensing tab* *V4.3x: **victor License Manager*** *V4.4x: **victor License Manager***		
5. Only **one** victor license file must be present, therefore remove any older victor license files. ***Note1**: By default on new installs, the TEMP license **StormSurge_00.lic** will exist.* ***Note2**: V4.3+ **victor License Manager** will rename the TEMP license to "**.bak**"* ***Note3**: victor software and license file must be on the same version.*	*Default folder for victor license file:* *V4.0/4.1: **C:\Program Files (x86)\Tyco\victorSiteManager*** *V4.2~4.4: **C:\Program Files (x86)\Tyco\CrossFire\License*** ***Note**: For 32-bit OS, there is no "(x86)" in the folder name*		
6. **V4.0~4.2**: Close and then relaunch the victor software (Run as Administrator) **V4.3~4.4:** Not required as victor License Manager will auto-start the Services during Step #4.	*V4.0x: **victor site manager*** *V4.1x: **victor site manager*** *V4.2x: **Server Configuration***	4.3x/4.4x: n/a	4.3x/4.4x: n/a
7. **V4.0~4.2**: On **Services** tab, click <**Start**> for both "CrossFire" Framework Services to change status to "Running." **V4.3~4.4**: If needed on **Services** tab, click <**Start**> for both "CrossFire" Framework Services to change status to "Running." ***Note**: All other services will automatically start.*	**"Status: Running"** for: • **CrossFire Framework Service** • **CrossFire Server Component Framework Service** • *<Other applicable Extension Services>*		Express: n/a
8. **V4.0~4.2**: On **Server Component** tab, click <**Start**> for any applicable "**Stopped**" service. **V4.3~4.4**: If needed on **Server Component** tab, click <**Start**> for any applicable "**Stopped**" service.	**"Status: Running"** for: • *<Other applicable Server Components>*		Express: n/a
9. Verify that the software, license and database are working correctly (check tabs): ***#1: Services** tab: All standard and licensed items should be……:* ***#2: Server Components** tab: All applicable items should be……:* ***#3: Database** tab: All database entries should be……:* ***#4: Settings** tab: Enable Duplex Channel should only be……:* ***#5: Licensing** tab: Applicable Feature Set items should be……:* ***Note**: V4.3~4.4 uses victor License Manager*	*"**Status: Running**"* *If Stopped, then reconfirm the above steps.* *"**Status: Running**"* *If Stopped, then reconfirm the above steps.* *"**Status: VALID**"* *If INVALID, then contact Tech Support.* *"**Enabled**"* *If different, then contact Tech Support.* *"**Enabled**" and/or accurate "**QTY**"* *If Not Accurate, then contact Customer Service.*		Express: n/a
10. On all victor unified client PCs, close the victor unified client software and relaunch it after making any changes on victor (site manager or Express) software or license. ***Note**: Make sure victor unified client & victor site manager are the same version.*	*victor Site Manager/Express ⇔ victor Unified Client* ***V4.0x ⇔ V4.0x** **V4.2x ⇔ V4.2x** **V4.4x ⇔ V4.4x*** ***V4.1x ⇔ v4.2x** **V4.3x ⇔ V4.3x***		

For further details, please proceed to review the following pages for details on how to license **victor Unified Video Management System**.

Step 1 – Save the victor License File

After successfully registering online and receiving your victor site manager license file (New 1st Time Install or Update Existing License) via email, proceed to save the victor license file to the local hard drive or USB stick.

victor site manager					
victor SW Version	**Host OS Version**		**License File Version**		**Examples of License File Name (HostPCName_Version_OS_SerialNumber_esslicense.lic)**
V4.0x	32/64-bit	Requires Using	**V4.0**	32-bit	*e.g. MyVictorPC_**v40_x86**_ESSxxxxxxxxxxx_esslicense.lic*
V4.1x	32/64-bit		**V4.1**	32-bit	*e.g. MyVictorPC_**v41_x86**_ESSxxxxxxxxxxx_esslicense.lic*
V4.2x	32-bit		**V4.2**	32-bit	*e.g. MyVictorPC_**v42_x86**_ESSxxxxxxxxxxx_esslicense.lic*
	64-bit			64-bit	*e.g. MyVictorPC_**v42_x64**_ESSxxxxxxxxxxx_esslicense.lic*
V4.3x	32-bit		**V4.3**	32-bit	*e.g. MyVictorPC_**v43_x86**_ESSxxxxxxxxxxx_esslicense.lic*
	64-bit			64-bit	*e.g. MyVictorPC_**v43_x64**_ESSxxxxxxxxxxx_esslicense.lic*
V4.4x	32-bit		**V4.4**	32-bit	*e.g. MyVictorPC_**v44_x86**_ESSxxxxxxxxxxx_esslicense.lic*
	64-bit			64-bit	*e.g. MyVictorPC_**v44_x64**_ESSxxxxxxxxxxx_esslicense.lic*

***Note1**: If the license was registered using a victor XML generated from a different host PC, then it will not work.*

***Note2**: If the license was registered for a victor version that is not the same version running on the intended host PC, then it will not work.*

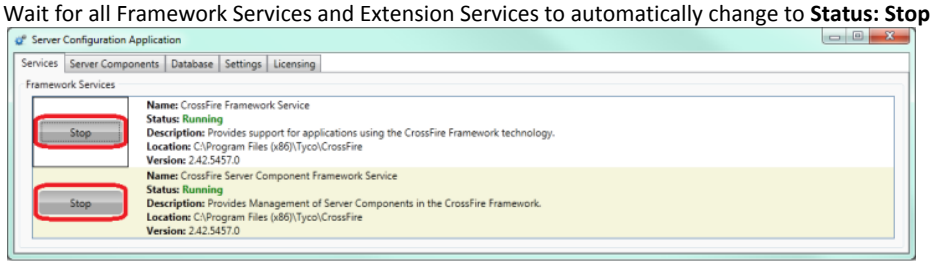
Step 2 – Launch the victor Software (victor site manager or Server Configuration or victor License Manager)

Proceed to launch the victor server application. In some circumstances you must right-click and select **Run as administrator**.

victor version	Shortcut (On Desktop)	Program File
V4.0x	**victor site manager**	START -> All Programs -> Tyco -> **victor site manager**
V4.1x	**victor site manager**	START -> All Programs -> Tyco -> **victor site manager**
V4.2x	**Server Configuration**	START -> All Programs -> Tyco -> victor -> **Server Configuration**
V4.3x	**victor License Manager**	START -> All Programs -> Tyco -> victor -> **victor License Manager**
V4.4x	**victor License Manager**	START -> All Programs -> Tyco -> victor -> **victor License Manager**

Step 3 – Stop the Services (Services tab: victor site manager or Server Configuration)

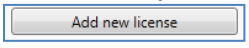
From the **Services** tab, click the **<Stop>** button for "**CrossFire Framework Service**" and "**CrossFire Server Component Framework Service**." Wait for all Framework Services and Extension Services to automatically change to **Status: Stop Pending** and then finally to **Status: Stopped**.



***Note**: Not required in V4.3+ as victor License Manager will auto-stop the Services during Step #4.*

Step 4 – Add the victor License File (Licensing tab or victor License Manager)

From the **Licensing** tab or **victor License Manager**, click the **<Add new license>** button. Proceed to select the victor license file (from Step #1) and then click **Open**. This will auto-move the license file (***.LIC**) into the appropriate directory so that the software will recognize the license.

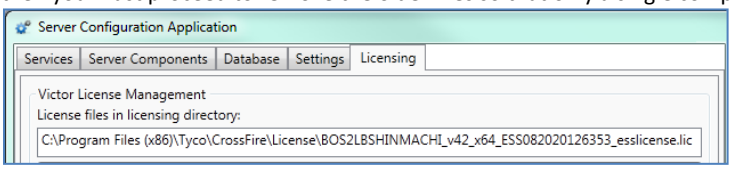


***V4.3+: victor License Manager** provides this function*

***V4.3+:** After adding the license, services will automatically restart for license activation.*

Step 5 – Manually Remove Any Older victor License Files (Only Single Valid victor License Required)

If more than one victor license file is present in the designated licensing directory (e.g. temporary StormSurge_00.lic or older license files), then you must proceed to remove the older files so that only a single compatible license is present.



victor SW Version	Designated License File Directory (for 32-bit OS)	Designated License File Directory (for 64-bit OS)
V4.0x, V4.1x	C:\Program Files\Tyco\victorSiteManager\	C:\Program Files (x86)\Tyco\victorSiteManager\
V4.2x, V4.3x, V4.4x	C:\Program Files\Tyco\CrossFire\License\	C:\Program Files (x86)\Tyco\CrossFire\License\

***Important Note**: If the server is "unified" where both American Dynamics V4.2.1+ victor site manager and Software House V2.1+ C•CURE 9000 compatible software are installed and sharing a common database, then you will need to have two license files:*

1. *Compatible V4.2.1+ victor site manager license file with the required "C•CURE 9000 Unified" license option*
2. *Compatible V2.1+ C•CURE 9000 license file with the required "victor Unified" license option*

These add-on features can be ordered by the Software House Dealer of Record for C•CURE 9000.

Step 6 – Close and Relaunch the victor Software

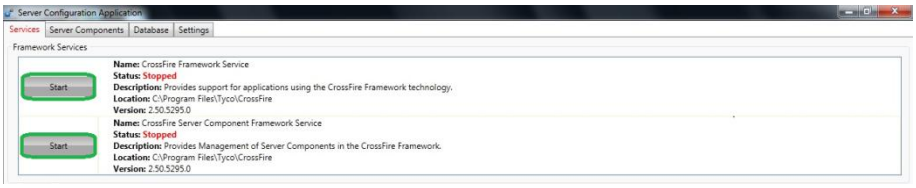
Proceed to close the victor software (**victor site manager** or **Server Configuration**), and then relaunch it again (Run as administrator).

***Note**: Not required in V4.3+ as victor License Manager will auto-start the Services during Step #4.*

Step 7 – Start the Services (Services tab: victor Site Manager or Server Configuration)

From the **Services** tab,

a. Click the **<Start>** button for "**CrossFire Framework Service**" and wait for **Status: Running**.
b. Click the **<Start>** button for "**CrossFire Server Component Framework Service**" and wait for **Status: Running**.



***Note1**: All other applicable Extension Services should automatically change back to **Status: Running**.*

***Note2**: Not required in V4.3+ as victor License Manager will auto-start the Services during Step #4.*

Step 8 – Start the Services (Server Components tab: victor Site Manager or Server Configuration)

From the **Services** tab, click the **<Start>** button for any applicable Server Components, if needed, for them to have **Status: Running**.

***Note1**: All other applicable Server Components should automatically change back to **Status: Running**.*

***Note2**: Not required in V4.3+ as victor License Manager will auto-start the Server Components during Step #4.*

Step 9 – Confirm the Status for victor Software (Check All Tabs)

For victor software ([1]Site Manager, [2]Server Configuration, [3]License Manager) to function correctly, the license and SQL database must be valid

victor tabs	Expected Results	Action Items if Results are Not As Expected
Services[12]	**Status: Running** For all standard and licensed items	If **Not Licensed** or **Stopped**, then contact Tech Support.
Server Components[12]	**Status: Running** For all applicable items	If **Not Licensed** or **Stopped**, then contact Tech Support.
Database[12]	**Status: VALID** For all database entries	If **INVALID**, then contact Tech Support.
Settings[12]	**Enabled** For Enable Duplex Channel And is using the correct Network Settings	If **different**, then contact Tech Support.
Licensing[123]	a. A single/compatible victor license in the designated directory	If more than one, then redo Step #5 above.
	b. The victor version should match the victor license file version V4.0 License ⇔ V4.0x Software V4.3 License ⇔ V4.3x Software V4.1 License ⇔ V4.1x Software V4.4 License ⇔ V4.4x Software V4.2 License ⇔ V4.2x Software	If **not compatible**, then do one of the following: • Register online for the correct license file version • Upgrade the victor software version
	c. The SSA expiration date (for Permanent licenses) should be valid.	If **Expired**, then contact your American Dynamics integrator or SSA Team for a price quote to purchase one.
	d. All applicable Feature Set items should either be **Enabled** and/or accurate **QTY**	If **not accurate**, then contact Customer Service to verify your order was processed (Look for Entitlement PDF email).

***Note**: For V4.3+ victor Express, only **Licensing**-related items above are applicable.*

Step 10 – Relaunch All victor Unified Client Software

If any changes are made on victor (site manager, Professional site manager, Express) such as software and/or license updates, then you must have all clients close the victor unified client software and then relaunch it.

victor	victor unified client(s)
License is Updated (Same or Newer)	All clients must exit the victor unified client software and then relaunch it.
Software is Updated (Newer Version)	1. All clients must exit the victor unified client software. 2. All clients must upgrade the victor unified client software to the same version (check About to confirm current software version)

For more information, please refer to the victor User Manual for details.

VideoEdge – Instructions on How to Apply the Software License (VideoEdge NVR and Hybrid)

Summary: Seven (7) or Less Steps to License the VideoEdge software (V4.0x-to-V4.4x)

The following seven (7) or less steps are required to license your VideoEdge software:

Seven (7) or Less Steps to License VideoEdge:	VE NVR V4.0x & V4.1x	VE NVR V4.2x	VE Hybrid V4.2.1	VE NVR/Hybrid V4.3x & V4.4x
1. Save the compatible license file onto the local hard drive of the VideoEdge client. ***Note**: For VideoEdge Hybrid, the analog channels are not part of the software license file because the model number will determine the number of physical analog input channels available for the recorder*	*e.g. V4.0x* *e.g. V4.1x* *e.g. V4.2/4.2.1* *e.g. V4.3x* *e.g. V4.4x*	*64Cam_**v40**_NV4xxxxxxxxxxx_nv4license.nv4* *64Cam_**v41**_NV4xxxxxxxxxxx_nv4license.nv4* *64Cam_**v42**_NV4xxxxxxxxxxx_nv4license.**lic*** *64Cam_**v43**_NV4xxxxxxxxxxx_nv4license.**lic*** *64Cam_**v44**_NV4xxxxxxxxxxx_nv4license.**lic***		
2. Launch Internet Explorer V7+, go to the IP address of VideoEdge, and log in. **IP:** ***Note1**: The following are defaults if no DHCP or no static IP is assigned* **Username:** ***Note2**: V4.2+ supports Mozilla Firefox in the VE SuSE Desktop w/o video* **Password:**	**10.10.10.10** **admin** **admin**	**10.10.10.10** **admin** **VIDEO!edge23**	**10.10.10.10** **admin** **VIDEO!edge23**	**10.10.10.10** **admin** **VIDEO!edge23**
3. From the browser, navigate to the license page of VideoEdge ***Note**: If the trail license is still running (permanent license not applied to VE), then the time remaining for the trial period will be displayed automatically.*	V4.0x/4.1x V4.2x/4.3x V4.2x/4.3x V4.2x/4.3x	http://<nvripaddress>/admin-cgi/license http://<nvripaddress>/system/licensing http://<nvripaddress>/welcome/setup localhost/welcome/setup (*Local VE Desktop*)		
4. Upload the compatible VideoEdge license file: a. Click **<Browse>** to select the VideoEdge license file and then **<Open>** b. Click **<Apply Permanent License>** to upload the VideoEdge license file ***Note1**: V4.0/V4.1 licenses are based on # of channels or slots* ***Note2**: V4.2+ licenses are based on # of IP addresses and can support the optional add-on license for server-side Analytic channels*	Auto-reboot required for VideoEdge V4.0x/V4.1x	No reboot required for VideoEdge V4.2x	No reboot required for VideoEdge V4.2.1	No reboot required for VideoEdge V4.3x/V4.4x
5. After the VideoEdge is back online, log back into VideoEdge using the web browser to confirm that the license has been updated: • Click on **About** link on top-right corner or go to (***http://<nvrip>/help.shtml***) • Navigate to the License page (***http://<nvrip>/admin-cgi/license***) ***Note**: Confirm # of licensed channels matches the license file applied (Step #1)*	*About Page:* *e.g. **VideoEdge v4.1 (4.1.0.686) License [64]***	License details will be updated dynamically for immediate confirmation	License details will be updated dynamically for immediate confirmation	License details will be updated dynamically for immediate confirmation
6. After confirming that the license has been updated, proceed to update the VideoEdge storage database: a. Click on **Administration** link on center of web browser b. Click on **Storage Config** link (***http://<nvrip>/admin-cgi/displayStorageConfig***) c. Click **<Set>** on Number of Storage Sections after specifying the QTY required d. Click **<Set>** again to confirm the Number of Storage Sections	Auto-reboot by VideoEdge NVR V4.0x/V4.1x when applying the Number of Storage Sections	n/a	n/a	n/a
7. After the VideoEdge is back online, log back into VideoEdge using the web browser to confirm that the VideoEdge storage database has been updated to match the license: a. Click on **Administration** link on center of VideoEdge web page b. Click on **Storage Config** link (***http://<nvrip>/admin-cgi/displayStorageConfig***) c. Click on the last Storage Section to confirm that the "Last Camera" value matches the number of licensed channels/slots (Steps #1 & #5)	*Storage Configuration Page:* *e.g. **Last Camera (Slot 64)***	n/a	n/a	n/a

For further details, please proceed to review the following pages for details on how to license **VideoEdge NVR or Hybrid Appliance**.

Step 1 – Save the VideoEdge License File

After successfully registering online and receiving your VideoEdge license file (New 1st Time Install or Update Existing License) via email, proceed to save the VideoEdge license file to the local hard drive of a client PC.

VideoEdge NVR or VideoEdge Hybrid Appliance				
Software Version		**License Version**	**Examples of License File Name (CamQTY_Version_SerialNumber_nv4license.nv4/.lic)**	**License Format**
V4.0x	Requires Using	**V4.0**	*e.g. 64Cam_**v40**_NV4xxxxxxxxxxx_nv4license.nv4*	License based on # of video channels or slots
V4.1x		**V4.1**	*e.g. 64Cam_**v41**_NV4xxxxxxxxxxx_nv4license.nv4*	License based on # of video channels or slots
V4.2x		**V4.2**	*e.g. 64Cam_**v42**_NV4 xxxxxxxxxxx_nv4license.**lic***	License based on # of video IP address' License supports optional # of server-side analytic channels
V4.3x		**V4.3**	*e.g. 64Cam_**v43**_NV4xxxxxxxxxxx_nv4license.**lic***	License based on # of video IP address' License supports optional # of server-side analytic channels
V4.4x		**V4.4**	*e.g. 64Cam_**v44**_NV4xxxxxxxxxxx_nv4license.**lic***	License based on # of video IP address' License supports optional # of server-side analytic channels

Note1: *If the license was registered using a VideoEdge NVR generated file not from the intended host PC, then it will not work.*

Note2: *If the license was registered for a VideoEdge NVR version that is not the same version running on the intended host PC, then it will not work.*

Note3: *For VideoEdge Hybrid, the analog channels are not part of the software license file because the model number will determine the number of physical analog input channels available for the recorder.*

Step 2 – Launch the Client Web Browser to Log into VideoEdge

Access the VideoEdge NVR Web Administration page by launching the web browser and entering the IP address of the VideoEdge NVR.

VideoEdge SW Version	**Default IP Address (if no DHCP)**	**Default Login**		**Client Type**	**Supported Web Browser**
		User Name	**Password**		
V4.0x, V4.1x	**10.10.10.10**	**admin**	**admin**	Remote Client PC	Microsoft Internet Explorer (V7+)
V4.2x, V4.3x, V4.4x	**10.10.10.10**	**admin**	**VIDEO!edge23**	Remote Client PC	Microsoft Internet Explorer (V7+)
				Local NVR	Mozilla Firefox

Note1: *User Name and Password are case sensitive.*

Note2: *Mozilla Firefox (default browser on VE Server) will NOT display video due to no QuickTime plug-in on SuSE Enterprise Linux OS.*

Step 3 – Navigate to the VideoEdge License Page

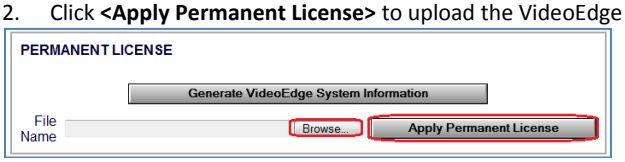
Using the web browser, navigate to the License page of VideoEdge:

VideoEdge SW Version	**URL of License Page**	**Trial License Message**
V4.0x, V4.1x	Remote client: http://<nvripaddress>/admin-cgi/license	**Note**: If the trail license is still running (no permanent license applied to the NVR), then the time remaining for the trial period will be displayed automatically.
V4.2x, V4.3x, V4.4x	Remote client: http://<nvripaddress>/system/licensing Remote client: http://<nvripaddress>/welcome/setup Local NVR desktop: localhost/welcome/setup	

Step 4 – Upload the VideoEdge License File

From the License page of VideoEdge:

1. Click **<Browse>** to locate the license file, and then **<Open>** to select it.
2. Click **<Apply Permanent License>** to upload the VideoEdge license file.



Important Note: *Select the license that was generated for the target VideoEdge server and VideoEdge software version.*

VideoEdge SW Version	**VideoEdge Status**
V4.0x	After applying compatible and valid **V4.0** VideoEdge license file, the system will **reboot automatically**.
V4.1x	After applying compatible and valid **V4.1** VideoEdge license file, the system will **reboot automatically**.
V4.2x	After applying compatible and valid **V4.2** VideoEdge license file, the system will not require a reboot.
V4.3x	After applying compatible and valid **V4.3** VideoEdge license file, the system will not require a reboot.
V4.4x	After applying compatible and valid **V4.4** VideoEdge license file, the system will not require a reboot.

Step 5 – Confirm Status of VideoEdge License

For VideoEdge NVR (**V4.0x, V4.1x**) after it is back online, proceed to log back into the VideoEdge NVR via the web browser and check the license status:

1. Click on **About** link on the top-right corner or navigate to the page (***http://<nvrip>/help.shtml)***
2. Navigate to the License page (***http://<nvrip>/admin-cgi/license***)

Note*: Confirm # of licensed channels or slots matches the quantity specified by the applied license file (Step #1 above)*

For VideoEdge NVR (**V4.2x, V4.3x, V4.4x**) after applying the license, the license status will be dynamically updated:

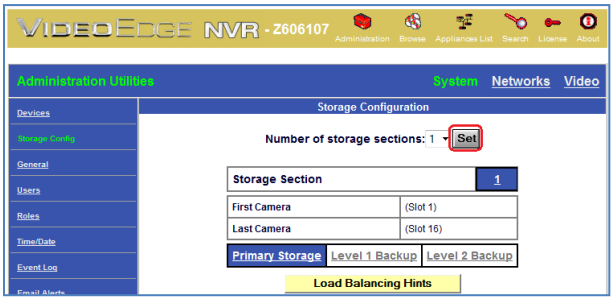
Note*: Confirm # of licensed cameras and analytic channels matches the quantity specified by the applied license file (Step #1 above)*

Step 6 – Update the VideoEdge Storage Database (Note: V4.0x and V4.1x Only)

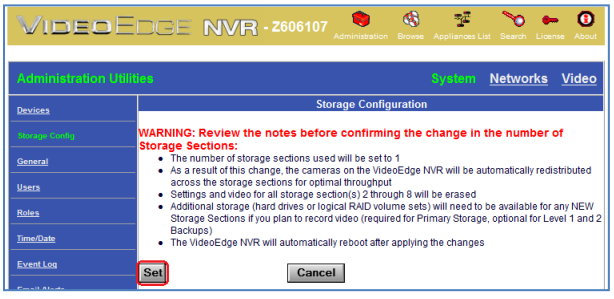
After the VideoEdge NVR (**V4.0x, V4.1x**) license status has been confirmed, proceed to update the VideoEdge NVR storage database via the web browser:

1. Click on the **Administration** link located near the center of the VideoEdge web page
2. Next, click on the **Storage Config** link to navigate to the Storage Configuration page ***(http://<nvrip>/admin-cgi/displayStorageConfig)***.

   Important Note: *If any changes are needed to the Storage Configuration due to the additional licensed cameras, then refer to the VideoEdge NVR User Manual or American Dynamics technical support for assistance.*
3. Click **<Set>** on the Number of Storage Sections (assuming the current value does not need to be increased)



4. Click **<Set>** again to confirm the Number of Storage Sections required


VIDEOEDGE NVR - Z606107
Administration
Browse
Appliances List
Search
License
About
Administration Utilities
System
Networks
Video
Devices
Storage Config
General
Users
Roles
Time/Date
Event Log
Storage Configuration
WARNING: Review the notes before confirming the change in the number of Storage Sections:
The number of storage sections used will be set to 1
As a result of this change, the cameras on the VideoEdge NVR will be automatically redistributed across the storage sections for optimal throughput
Settings and video for all storage section(s) 2 through 8 will be erased
Additional storage (hard drives or logical RAID volume sets) will need to be available for any NEW Storage Sections if you plan to record video (required for Primary Storage, optional for Level 1 and 2 Backups)
The VideoEdge NVR will automatically reboot after applying the changes
Set
Cancel

Note*: The VideoEdge NVR will auto-reboot to activate the applied storage database settings.*

Step 7 – Confirm Status of VideoEdge Storage Database (Note: V4.0x and V4.1x Only)

After the VideoEdge NVR (**V4.0x, V4.1x**) is back online, proceed to log back into the VideoEdge NVR via the web browser to confirm that the VideoEdge storage database has been updated to match the license:

1. Click on **Administration** link on center of VideoEdge web page
2. Click on **Storage Config** link (***http://<nvrip>/admin-cgi/displayStorageConfig)***
3. Click on the last Storage Section to confirm that the "Last Camera" Slot # assigned to the last "Storage Section" matches the number of licensed cameras.

For more information, please refer to the VideoEdge User Manual.

victor Compatibility Matrix

victor Interoperability		V4.0x	V4.1x	V4.2x	V4.3x		V4.4x	
		victor site manager	victor site manager	victor site manager	victor Pro site manager	victor Express	victor Pro site manager	victor Express
Client	AD victor unified client	V4.0x	V4.1x	V4.2x	V4.3x	V4.3x	V4.4x	V4.4x
	Additional client connections [2]	Yes	Yes	Yes	Yes	No	Yes	No
	Additional agent connections [2]	No	Yes	Yes	Yes	No	Yes	No
POS	Point-of-Sale Support [2]	No	No	No	No	No	Yes	No
Video	AD VideoEdge NVR	V4.0x	V4.1x & Earlier	V4.2x & Earlier	V4.3x & Earlier	V4.3x & Earlier	V4.4x & Earlier	V4.4x & Earlier
	AD VideoEdge Hybrid Appliance	No	No	V4.2.1	V4.3x & Earlier	V4.3x & Earlier	V4.4x & Earlier	V4.4x & Earlier
	AD Intellex DVR	V3.2/4.0/4.1/4.2	V3.2/4.0/4.1 /4.2/4.3/5.0	(Same as victor V4.1x)	(Same as victor V4.2x)	(Same as victor V4.2x)	(Same as victor V4.3x)	(Same as victor V4.3x)
	AD HDVR	No	V1.4/1.5/1.6	(Same as victor V4.1x)	(Same as victor V4.2x)	(Same as victor V4.2x)	(Same as victor V4.3x)	(Same as victor V4.3x)
	ExacqVision [2]	No	No	4.5.14.24771 4.6.13.26776 4.9.9.30636	(Same as victor V4.2x)	(Same as victor V4.2x)	(Same as victor V4.3x)	(Same as victor V4.3x)
Access	SWH C•CURE 9000 ("Unified") [1 2 4 5]	No	No	V2.1 R2 P1	V2.1 R2 P1 OR V2.2	No	V2.2	No
Intrusion	DSC Power Series [1 3 5]	No	No	Yes	Yes	No	Yes	No
	Sur-Gard [2 3 5]	No	No	Yes	Yes	No	Yes	No
	Bosch Receiver [2 3 5]	No	No	Yes	Yes	No	Yes	No
Fire	Simplex 4100U/ES [1 3 5]	No	No	Yes	Yes	No	Yes	No
	MZX Technology [1 3 5]	No	No	Yes	Yes	No	Yes	No

Legend		
	[1] *Requires "unified" server configuration ((4.2.1 or 4.3 & 2.1r2p1+). (4.3 or 4.4 &V2.2))*	*Contact your Software House Dealer of Record*
	[2] *Requires purchasing add-on license option for victor*	*Contact your American Dynamics Integrator*
	[3] *Requires purchasing add-on license option for C•CURE 9000*	*Contact your Software House Dealer of Record*
	[4] *Requires add-on license option for C•CURE 9000*	*Contact your Software House Dealer of Record*
	[5] *Requires installation of Server and/or Client Component Drivers*	*Check web site for required drivers and versions*

VideoEdge Compatibility and Configuration Matrix

VideoEdge Interoperability		NVR Only V4.0x [2 4] • V4.0 • V4.01	NVR Only V4.1x [2 4] • V4.1	NVR Only V4.2x [3 4 5] • V4.2 • V4.2.1	Hybrid Only V4.2x [3 4 5 6] • V4.2.1	NVR/Hybrid V4.3x [3 4 5 6] • V4.3	NVR/Hybrid V4.4x [3 4 5 6] • V4.4
victor	AD victor Professional Site Manager AD victor Unified Client	V4.0x & Newer	V4.1x & Newer	V4.2x & Newer	V4.2.1 & Newer	V4.3.x & Newer	V4.4x
Local Client	VideoEdge Local Client [6]	No	No	No	Yes – Hybrid	Yes – Hybrid	Yes – Hybrid
VideoEdge NVR Configs	VE NVR Bundled Server (Tower) [1]	PE-T300 PE-T310	No	No	No	No	No
	VE NVR Bundled Server (Desktop) [1]	No	No	Optiplex XE	No	Optiplex XE	No
	VE NVR Bundled Server (Rack) [1]	PE-2950 PE-R710	PE-R710	PE-R710 PE-R720	No	PE-R710 PE-R720	PE-R720
	VE NVR Software Only [1]	No	No	Yes	No	Yes	Yes
VideoEdge Hybrid Configs	VE Hybrid Appliance (Desktop) [1 6]	No	No	No	0 Analog/Max 32 IP 8 Analog/Max 16 IP	0 Analog/Max 32 IP 8 Analog/Max 16 IP	0 Analog/Max 32 IP 8 Analog/Max 16 IP
	VE Hybrid Appliance (2U Rack) [1 6]	No	No	No	16 Analog/Max 32 IP	16 Analog/Max 32 IP	16 Analog/Max 32 IP
	VE Hybrid Appliance (3U Rack) [1 6]	No	No	No	32 Analog/Max 64 IP	32 Analog/Max 64 IP	32 Analog/Max 64 IP

Legend		
	[1] *Software can be upgraded to newer VideoEdge versions*	*Confirm SSA status and check web site for new versions*
	[2] *Licensing is based on Per Video Channel or Slot*	*e.g. 4-Channel encoder with 1 IP address requires 4 CAM License*
	[3] *Licensing is based on Per IP Address*	*e.g. 4-Channel encoder with 1 IP address requires 1 CAM License*
	[4] *Support additional cameras requires purchasing add-on license*	*Contact your American Dynamics Integrator for any order status*
	[5] *Support additional analytic channels requires purchasing add-on license*	*Contact your American Dynamics Integrator for any order status*
	[6] *Support VE Local Client requires Desktop or Hybrid platforms*	*e.g. Optiplex XE, Hybrid Appliance (Desktop, 2U, 3U)*

Software and License Upgrade Information

Warranty/SSA Status	Category	Description
PERMANENT License • In Warranty • SSA is Valid **DEMO License** • Time is Still Valid **TEMP License** • Time is Still Valid	Notification	The software will show status of expiration date or time remaining before it expires and client software may provide warning when expiration date is approaching.
	Software	The current software will continue to operate as normal if the compatible TEMP or DEMO or PERMANENT license is being used.
	Software Updates	Customer is entitled to receive free software updates on the product they purchased.
	License (New)	Customer is entitled to register online for the first license file for a new software serial number. A license will be emailed that will be compatible with the current installed software version and purchased feature set (e.g. # of cameras or client connections, etc). When registering a new software serial number ("1st Time Install" option), the SSA expiration date will be extended to one year from the date of registration.
	License Updates	Customer is entitled to register online for the updated license. A license will be emailed that will be compatible with the current installed software version and purchased feature set (e.g. # of cameras or client connections, etc.)
	Tech Support	Customer is entitled to receive free support on the product they purchased.
	Purchases	Customer can submit orders for any add-ons or SSA for their current product will receive an Entitlement PDF email after it has been processed, and then must register online to receive an updated license file to apply to the software product.
PERMANENT License • Out of Warranty • SSA has Expired **DEMO License** • Time has Expired **TEMP License** • Time has Expired	Notification	Software will show expired date and client software may provide warning that software license is expired.
	Software	When the software is using a: • PERMANENT License (purchased/registered), it will continue to work. • TEMP License (generated automatically during installation), it will STOP working. • DEMO License, it will STOP working.
	Software Updates	Customer is NOT entitled to receive free software updates.
	License Updates	Customer is NOT entitled to receive free licenses (same or newer version).
	Tech Support	Customer is NOT entitled to receive free technical support.
	SSA Admin	PERMANENT: Customer to contact SSA Admin to receive a quote to purchase SSA (Software Support Agreement) renewal.
	Sales	DEMO: Customer to contact sales to receive a quote to purchase the software. TEMP: Customer to contact sales to receive a quote to purchase the software.
	Purchases	Customer can submit orders for any add-ons or SSA for their current product. However, if SSA is still expired, then they will not be able to register for an updated license.

***Note**: Only users with authorized log in credentials (e.g. American Dynamics integrators, consultants, employees) have the ability to access the:*

- *American Dynamics Registration page (http://www.americandynamics.net/Support/RegisterDefault.aspx)*
- *American Dynamics Software Downloads page (http://www.americandynamics.net/Support/SoftwareDownloads.aspx)*
- *SSA Start Date for PERMAMENT Licenses Original online date for successful NEW 1ST TIME INSTALL registrations*

***WARNING**: Before attempting to update any software product, please be sure that:*

a. *The product is IN WARRANTY or UNDER VALID SSA to qualify for an updated license file to support the newer software version.*

b. *All of the documentation related to the product (User Manual) and any applicable updates (Release Notes, Technical Bulletins, etc.) must be reviewed to understand the changes and how it may or may not impact your installation site.*

c. *If the software is integrated with other systems (e.g. video, access control, analytics, intrusion, alarm, fire, elevator, intercom, PSIM, etc.), then verify that the integration will support the newer software version (interoperability) to avoid any unexpected compatibility issue after completing the upgrade.*

Troubleshooting Tips for Licensing the Software

Licensing Issue	License Type	Things to Try or Check	victor	VideoEdge
License did not work	• Permanent • Demo • Temp	Is the license file version and software version the same? • V4.x license file used with V4.x Software • (V4.0 ⇔ V4.0, V4.1 ⇔ V4.1, V4.2 ⇔ V4.2, V4.3 ⇔ V4.3, V4.4 ⇔ V4.4)	Applicable	Applicable
	• Permanent • Demo • Temp	Is the license file compatible with the intended host PC? • Registration with Permanent or Demo serial number was processed using software-generated file from intended host PC • The license file being used is not from different host PC		
	• Demo • Temp	Has the expiration date been reached? If so, then need to purchase the software.		
License did not work and is still using TEMP license	• Permanent • Demo	Is there only ONE license file for present in the designated license folder? • Single license file exists that is compatible with the current the software version • Single license file exists that is compatible with the host PC	Applicable	n/a
License isn't supporting the newly purchased add-on(s) and/or SSA	• Permanent	a. Was an order submitted/processed for the add-ons and/or SSA? b. Was an email received with an Entitlement document (updated details)? c. Was the online registration completed using the "Updated Existing License"? d. Was an email received with a License File and AD Licensing Instructions? e. Was the updated license file applied? f. Were all steps outlined in the latest AD Licensing Instructions completed?	Applicable	Applicable
License isn't supporting the integration(s)	• Permanent • Demo • Temp	• Does the version of software support the integrations you are using? (Refer to compatibility chart for details) • Did you install the required server/client components? • Does the license support the integrations (free and/or purchased options)?	Applicable	n/a
Cannot successfully upgrade the software	• Permanent • Demo • Temp	• Are you logged into the application and host PC with admin-level credentials? • Are you using the same login account that was used on the host PC when it first installed victor and SQL database (SQL requires this)?	Applicable	Applicable

***Note**: The three types of licenses are:*

***Temp**:*	*Auto-generated by the software (StormSurge.lic) when installed on the host PC*	*Default 60-days and no SSA*
***Demo**:*	*Emailed after successfully registering online using a demo serial number*	*Set expiration date and no SSA*
***Permanent**:*	*Emailed after successfully registering online using a **purchased serial number***	*No expiration date and 1 year SSA*

Original registration date of NEW 1ST TIME INSTALL will determine the SSA start date for PERMANENT licenses.

Who to Contact for Additional Support

If you have any questions, then please contact the American Dynamics team:

American Dynamics Video Systems (victor & VideoEdge) – Contact Information			
Category	**Region**	**Email**	**Phone**
Licensing	**World Wide**	LicenseSW@tycoint.com	**1-978-577-4000 (Option 2 for Licensing Support)**
General Sales	**World Wide**	**American Dynamics Integrator from whom you purchased the product**	
SSA Sales	**World Wide**	SSAadmin@tycoint.com	
Pre-Sales Support (Applications)	**North America**	adapps@tycoint.com	**1-800-507-6268 (Option 2, Option 2)** **1-561-912-6259 (Option 2, Option 2)**
	EMEA / APAC	tspemealicense@tycoint.com	**+800-2255-8926**
Post-Sales Support (Level 1 Support)	**World Wide**	**American Dynamics Integrator from whom the end-user purchased the product**	
Post-Sales Support (Level 2 Support)	**North America**	ades@tycosp.com	**1-800-507-6268 (Option 2, Option 1)** **1-561-912-6259 (Option 2, Option 1)**
	EMEA	emea.support@tycoint.com	**+800-2255-8926**
	APAC	apac.support@tycoint.com	**+800-2255-8926**
Post-Sales Support (Level 3 Support)	**North America/EMEA/APAC**	**Escalated by Level 2 Support**	
American Dynamics & Software House & Kantech (Other Products) – Contact Information			
AD Intellex	**Outside EMEA**	ades@tycosp.com	**1-800-507-6268 (Option 2, Option 1)**
AD Network Client	**Outside EMEA**	ades@tycosp.com	**1-800-507-6268 (Option 2, Option 1)**
AD HDVR	**Outside EMEA**	LicenseSW@tycoint.com	**1-978-577-4000 (Option 2 for Licensing Support)**
SWH CCURE	**Outside EMEA**	CCURElicense@tycoint.com	**1-978-577-4000 (Option 2 for Licensing Support)**
Kantech	**Outside EMEA**	KantechSupport@tycoint.com	**1-888-222-1560**
Above Products	**EMEA Region**	tspemealicense@tycoint.com	**+800-2255-8926**